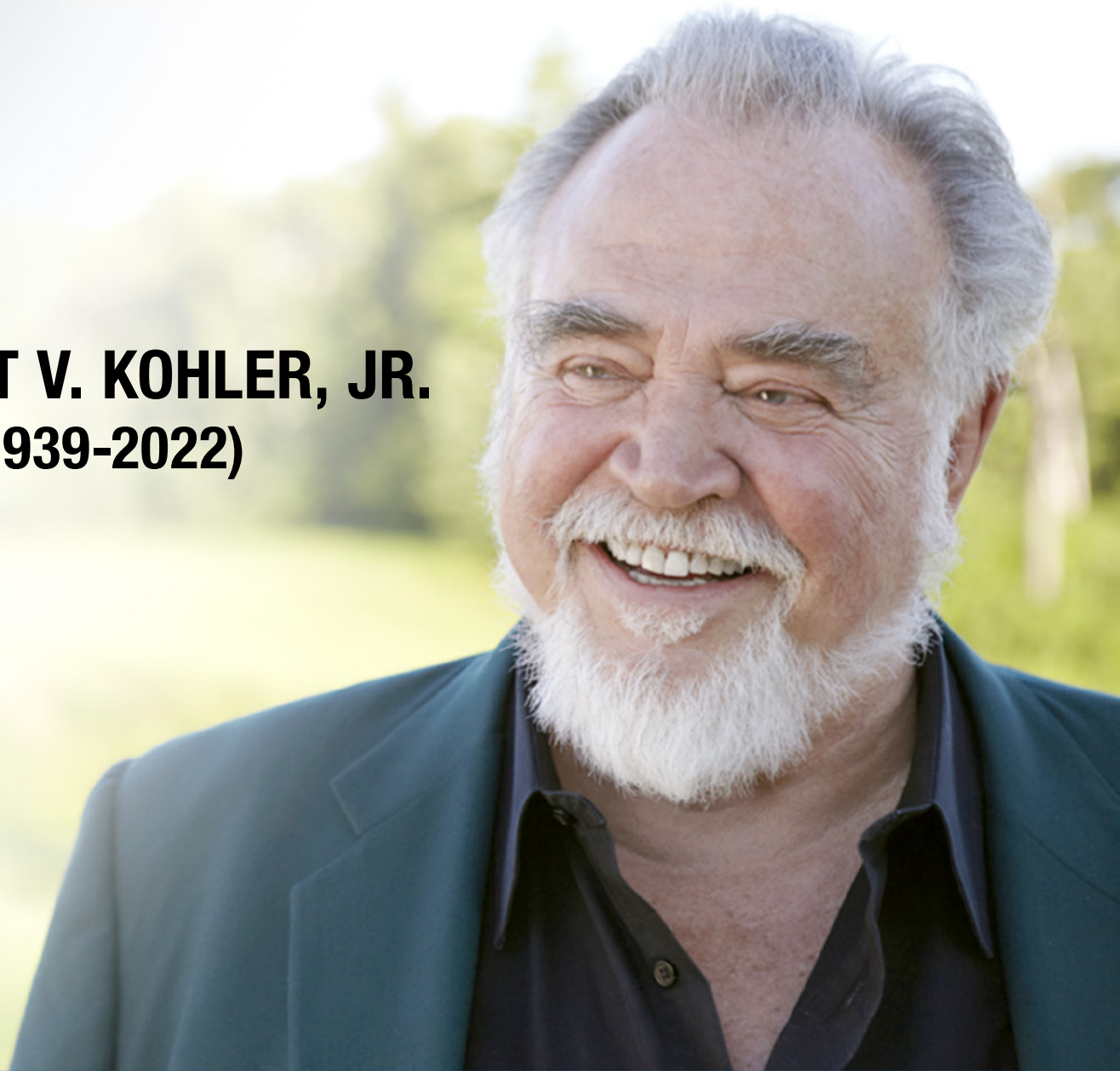


KOHLER® Current

HERBERT V. KOHLER, JR.
(1939-2022)



AFTERMARKET PARTS & SERVICE
MAGAZINE ISSUE 3 - 2022

KOHLER®

DEAR PARTNERS AND ASSOCIATES

I wanted to take the opportunity in this edition of KOHLER Current, the KPS aftermarket parts and services magazine, to thank all our channel partners and associates for a successful first half of the year. We are truly grateful for all your support and partnerships.

Thank you for your thoughts, prayers, and messages of encouragement as we collectively mourn the loss of Kohler Co. Executive Chairman, Herbert Vollrath Kohler, Jr.—an incomparable spirit, who passed away on September 3, 2022.

[Obituary – Kohler Co. Executive Chairman Herbert Vollrath Kohler, Jr.](#)

More than anyone, Herb Kohler lived and breathed our company mission of enhancing the level of gracious living for customers each day. His relentless pursuit of the leading edge and a single level of quality in all we do was infectious and shaped the business acumen of so many of us. He has made an indelible mark and leaves us in a strong position to continue building Kohler Co. as an enduring, purpose-driven company.

We are pleased to share a special tribute website dedicated to Herb Kohler, a dynamic and passionate leader who left a remarkable legacy over his 61-year career at Kohler Co.

[Tribute Website – CelebrateHerbKohler.com](#)

The next chapter of Kohler Co. board leadership is upon us, and we are proud to announce that Kohler Co. has elected current President and Chief Executive Officer David Kohler as Chair of the Board and Chief Executive Officer.

[Press Release – Kohler Co. Elects Current President and Chief Executive Officer David Kohler as Chair and Chief Executive Officer](#)

As we continue leading boldly and creating new opportunities for innovation and growth, we are dedicated to maintaining the strong momentum we've built together through the second half of this year.

Thank you for continuing to drive forward and focusing on things that are in our control and will make a positive impact. Please contact us directly with any questions, and we look forward to our strong future together.

We regard collaboration as vital to improving the way we deliver our products and services around the world, and this magazine as a vital channel for enabling that collaboration among all of our channel partners globally. We're already getting good feedback about this magazine and would be delighted to hear from you about how we can further improve.

In the meantime, here's to a strong second half of the year—together.

Regards,

Ashish Dutta
Vice President - Aftermarket Parts & Service
[Kohler Power Systems](#)



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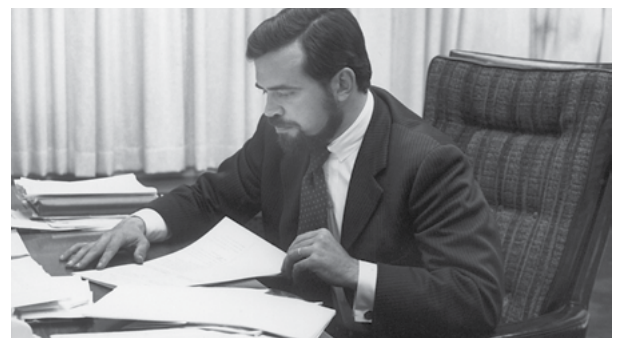


AN **INCOMPARABLE SPIRIT**

Dynamic leader and Kohler Co. Executive Chairman Herbert Vollrath Kohler, Jr. passed away on September 3, 2022, in Kohler, Wisconsin. He was 83. His bold ideas and hands-on leadership transformed the plumbing products manufacturer founded by his grandfather into a global and diverse family of businesses synonymous with unmatched quality, creativity, and bold innovation. He literally put his beloved home state of Wisconsin on the map as a global golf destination culminating with the Ryder Cup in 2021.

Herb Kohler's personal mission was to create delight. For him, there was no halfway. To warrant the "KOHLER" nameplate, a product had to be more than durable, functional, and attractive. It had to be joyful and memorable.

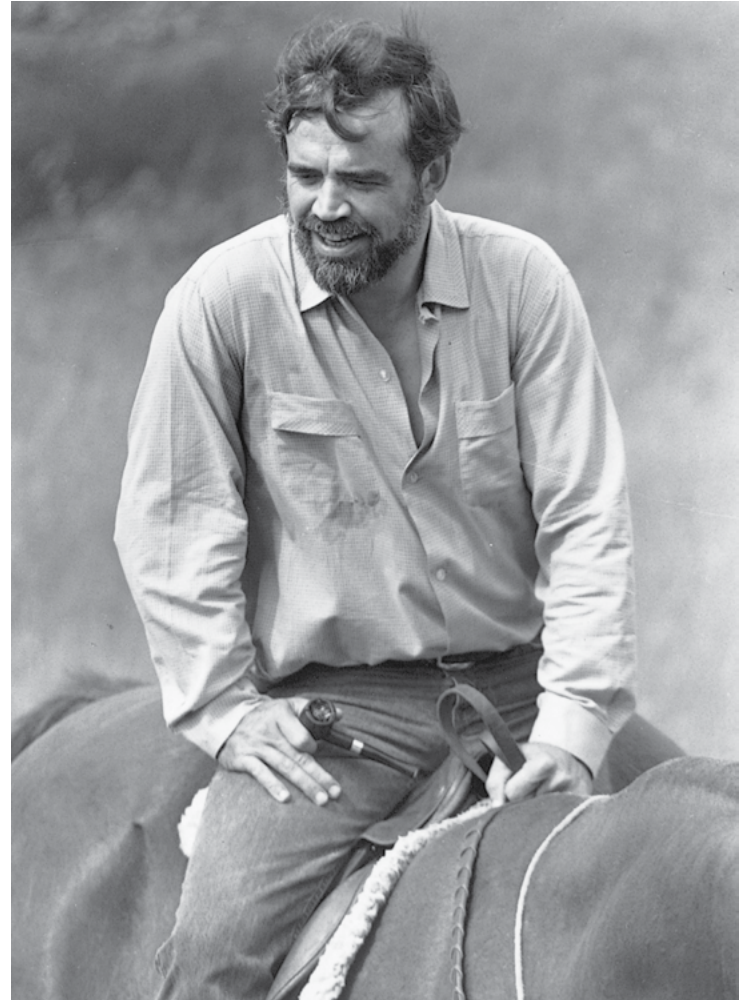
He was admired by many as an accomplished, dynamic leader; independent-minded entrepreneur; courageous innovator; and passionate creative. Herb, more than anyone, lived and breathed





“His zest for life, adventure and impact inspires all of us. We traveled together, celebrated together, and worked together. He was all in, all the time, leaving an indelible mark on how we live our lives today and carry on his legacy,”

said his family



Kohler Co.’s mission of providing customers with gracious living each day. He was a big personality who was steadfast in guiding Kohler associates in the relentless pursuit of the company mission, and he took immense joy in witnessing his customers’ delight firsthand.

“If I sell you a bathtub, there has to be something about it that gives you pleasure not only at the time of the transaction. Years later, we want you to think this is one of the best buys of your life,” he once said in an interview. “The same applies with everything we provide – an engine, generator, toilet, table, hotel room, spa service, golf course, you name it. If you think about it five years later and, inwardly or outwardly, it makes you smile and we can do this consistently, then we’re living up to our mission.”

FOUNDATION IN FAMILY

Herb Kohler never pushed his three children into the family business, instead encouraging them to follow their own paths. The fact that all three paths eventually led Laura, Rachel, and David to Kohler Co. is testament to their father’s steady influence and example. David oversees Kohler Co. in the role of President and CEO, Laura is Senior Vice President of Human Resources, Stewardship and Sustainability, and Rachel formerly served as Group President of Kohler Interiors and now an entrepreneur in her own right, is a member of the company Board of Directors.

Herb married the former Natalie Black in 1988 and together they built a life focused on growing the business on a global scale. Natalie Black Kohler is now retired, having recently served as Senior Vice President and Chief Legal Officer for Kohler Co. She is also a member of the company's Board of Directors and President of the Kohler Foundation.

Herb was devoted to his family, often sharing adventurous vacations with them. Close friends say his forceful personality could be tamed within seconds by the smiles of his 10 grandchildren and three great grandchildren.

His marriage to Linda Kohler Anderson ended in divorce in the early 1980s. Linda, the mother of Laura, Rachel, and David, died in 2005. Herb was also preceded in death by his parents, Herbert V., Sr., and Ruth DeYoung; his younger brother, Frederic Kohler; and younger sister, Ruth DeYoung Kohler II.

Herb is survived by his wife, Natalie; two daughters, Laura Kohler (Steve Proudman), and Rachel Kohler (Mark Hoplamazian); and one son, David Kohler (Nina). He is further survived by 10 grandchildren, Lily, Hannah, and Rachel Proudman; Mara, Lena, and Leo Hoplamazian; Ashley, Samuel, Jack and Tait Kohler; and three great grandchildren, Ophelia, Herbert, and Uma Cartwright.

He will be greatly missed by his family, a large circle of friends, tens of thousands of Kohler Co. associates and retirees worldwide, as well as many others who came to know him.

CELEBRATING HERB'S LEGACY

To learn more about Herb Kohler's countless contributions, his dynamic life, business impact and well-deserved accolades, visit Kohler Co.'s tribute at CelebrateHerbKohler.com. Information regarding ways to honor his memory will be detailed on the website.



KOHLER CO. ELECTS CURRENT PRESIDENT AND CHIEF EXECUTIVE OFFICER DAVID KOHLER AS CHAIR AND CHIEF EXECUTIVE OFFICER



David will Chair the Board of Directors and Executive Committee, in addition to his role as Chief Executive Officer which will include full scope responsibility for the three business groups of Kohler Co. (Kitchen & Bath, Power, Hospitality) and all enterprise functions.

David has been with Kohler Co. for over 31 years and was elected to the role of President and Chief Executive Officer in 2015, having previously served as President and Chief Operating Officer since 2009. He is the fourth generation of Kohler family leadership since the company's inception in 1873, and only the ninth person to lead the company over the last 149 years. "The Board is confident in David's deep experience, strong leadership, and passion for bold innovation to continue driving our company forward well into the future. David has proven to be an inspiring and forward-thinking leader for our associates around the world, including in times of uncertainty throughout the global financial crisis, the recent COVID-19 pandemic, and a variety of other challenges," the company stated. "David understands the importance of developing a strong culture of dedicated associates passionate about innovating, inspiring, and delighting our customers. He draws upon the legacy of past Kohler leaders and our company's established framework – grounded in our mission and guiding principles – to ensure company stability, sustained growth, and long-term success."



"I learned so much from my father, including a tireless strong work ethic, leading with candor and humility, and always driving to innovate. He believed that you must have passion for whatever you do in life if you want to be successful. Working alongside him for decades showcased the impact of embracing an entrepreneurial spirit, not being afraid to fail, and always striving for accuracy and consistency. He left an indelible mark on me personally and professionally,"

David said of his father Herbert V. Kohler, Jr.

2 PARTS



NOZZLE TIP ASSEMBLY MAINTENANCE PROGRAM PROVES VITAL

In late 2021, Singapore Aftermarket Parts reported a turbocharger caught fire on a TSMC 2000REOZM.

The service team initiated the investigation and found the root cause was due to the inappropriate maintenance of the genset which led to the disaster. The nozzle tip assembly and the valve clearance were not inspected per the recommended time frame.

As part of Kohler's commitment to delighting customers, AMPS SEA helped in developing and planning the maintenance schedule for mass nozzle tip assembly replacement.



GENUINE PARTS



SERVICE SUPPORT



CUSTOMER SERVICE



The AMPS team also emphasized the importance of having the Kohler Genuine Parts replaced at the recommended interval to our distributor and end customer.

To prevent such issues from happening again, end customers and distributors were aligned to allocate the budget for nozzle tip replacement for all ~500 units of 2000REOZM in the Taiwan region.

One of the biggest challenges was the nozzle tip assembly were not Kohler branded and could be sourced from a local supplier. However, due to the strong engagement with our distributor and customer, the Singapore AMPS team was able to secure the order for the parts needed.

The AMPS SEA team worked closely with the procurement team to engage the supplier on pricing and delivery schedule. They also worked closely with procurement and customer service teams to ensure the order was executed and delivered in a timely manner.



K45 PROGRAM EXPANDS RELATIONSHIP WITH DISTRIBUTORS



What is this program?

The Kohler45 (K45) program is an initiative led by the aftermarket team in Florida to create a stronger link with our distributors in Latin America and the Caribbean countries. Kohler channel managers have been presenting the importance of using original KOHLER® spare parts in these regions. This K45 presentation is divided into two sections:

- 30-minute discussion of a specific parts-related topic
- 15-minute Q & A session

This presentation is delivered monthly. In the future, the goal is for our distributors to take over this program and make it available for their local customers and internal teams.

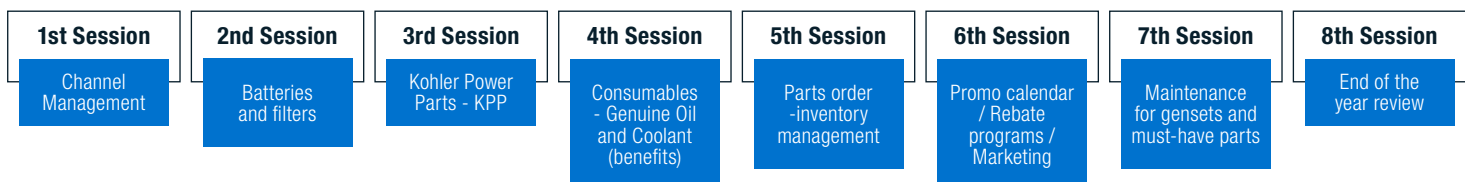
Why was it created and what purpose does it serve?

Having the K45 program available for our distributors gives Kohler the chance to keep them informed and updated of changes in our equipment and parts. It also gives Kohler the opportunity to receive feedback to improve our processes and the services we provide. By expanding our relationship with distributors to include parts, we give them the opportunity to increase their customer pipeline and reliance on parts that work. Both Kohler and our distributors want to increase parts availability on 24/7 service during a time when the supply chain is challenging.

What feedback have you received from distributors?

Distributors are enthusiastic about the new service that Kohler is offering. We have received a lot of inquiries on the level of service including time of delivery, availability and, most important, reliance on Kohler supply chain. What we are hearing from the field is that getting reliable and functional parts that can last has been challenging. This program opens two-way communication with our distribution partners and helps strengthen that relationship.

MONTHLY K45 ACTIVITIES



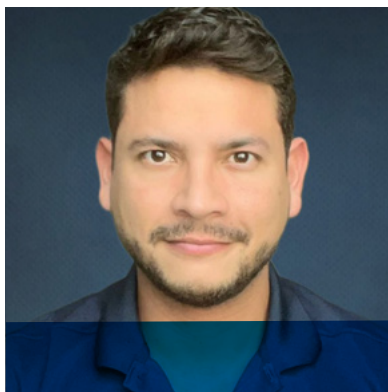


In April 2022 the Latin America Aftermarket Parts team visited Lureye, a Kohler distributor in Santiago, Chile for parts training and sales meeting.

Pictured from left to right are: Oscar Lorca - Operation manager for Lureye Rentals; Jaro Brcek – Channel Manager, Kohler Aftermarket Parts, Latin America; Ruben Farias – Operation Manager for Lureye Generacion; Cesar Muino – Channel Manager, Kohler Power Systems, Latin America; Dan Krueger – General Manager, Kohler Power Systems, Latin America; Lorenzo Yevenes – President & Owner, Lureye; Roberto Piccolo – Regional Sales Manager; and Felipe Cuesta – Sales Director, Latin America.



In March 2022, Jaro Brcek –Channel Manager, Kohler Aftermarket Parts, Latin America visited Equipisa Headquarters, a Kohler distributor in Managua, Nicaragua to conduct parts training. He is pictured here with Axel Irias – Country Manager.



Samuel GARCIA

Associate Channel Manager
– Aftermarket LATAM, Power System Americas

What is your role in Kohler?

Associate Channel Manager – Aftermarket LATAM, Power System Americas

Where are you located?

Kohler office in Miramar, Florida

When did you join the company?

January 2022

For which territories and markets are you responsible?

I'm part of the Aftermarket team that oversees and drives the parts sales in Latin America and the Caribbean countries.

What do you love about your job?

I enjoy the challenge in going after a new market and expanding our footprint in Latin America and the Caribbean. Also, having the opportunity to work internally with different teams has been extremely rewarding to me.

How do we win in the minds of our customers, beating out our competitors?

Establishing strong relationships and delivering quality service in everything that we do. Once we build a strong connection with distributors, they can trust us on the importance and the advantage of using KOHLER® products.

What else would you like to share about yourself?

I was born and raised in Cali, Colombia, and moved to the United States in 2012. I enjoy working out early a few times during the week. It keeps me very active during the day.

KOHLER STEPS UP TO SUPPORT ANTARCTIC MISSION



SOLVING INTERMITTENT PROBLEMS IN HARSH CONDITIONS WITH THE RIGHT TECHNICAL EXPERTISE

Antarctica is the only continent with no permanent human habitation. There are, however, permanent human settlements, where scientists and support staff live for part of the year on a rotating basis. The region has an extremely cold, dry climate with coastal winter temperatures ranging from 14°F to -22°F (-10°C to -30°C). During the summer, temperatures can reach a high of 48°F (9°C).

The Uruguayan Antarctic Scientific Base is an isolated site that depends on generators for power supply. Kohler Power Systems LATAM has been supplying energy in this site with a power plant of KOHLER® generators since 2001, currently with three KOHLER SDMO J200 generators (200 kVA) modified to work in parallel so at least one generator is working at all times. If one fails, another automatically takes over to ensure continuous power to all the research and heating teams when the room temperature is below freezing 32°F (0°C).





Kohler renews the units every four years and provides technical support as needed on-site from November to March (summer only), with no travel allowed for the remainder of the year. Last year we received a notice that one of the generators was not working properly and needed to be repaired but the problem was intermittent and hard to replicate. Due to the complex nature of the problem, we sent experienced factory engineer Boris Alvarez to resolve the issue.

Boris arrived on-site early in December after traveling by military plane through Uruguay. Such are the hazards of the region that the same plane had an accident on its next trip, causing some concern over Boris' welfare. Fortunately, he made it safely to his destination and troubleshooting could begin.

The team worked in constant daylight, losing track of sleep and eating patterns. All their equipment needed adjustment and calibration for the unique climatic conditions. At the same time, the intermittent nature of the fault requiring several conditions to occur simultaneously made the problem difficult to solve. After several days with the generator, the team managed to detect the problem using Woodward software and simulating different conditions and forcing the failure.

The solution was to readjust the fuel system, consisting of the injection pump system and the electromechanical controller. In the end, the team readjusted the electronics. Since then, the three generators have been working as designed with the plant operational within its normal limits.



“ADJUSTMENT OF FUEL DELIVERY IN THE INJECTION PUMP MUST BE CARRIED OUT BEFORE THE REPLACEMENT OF THE MECHANICAL GOVERNOR WITH THE ELECTRONIC ONE. ALWAYS TEST THE GENERATORS WITH LOAD BANK AFTER GOVERNOR REPLACEMENT WHILE MONITORING THE OPERATION OF THE NEW ELECTRONIC GOVERNOR WITH WOODWARD SOFTWARE.”




CLICK HERE
TO SEE VIDEO

**KOHLER SUPPORTS ANTARCTIC MISSION
WITH TECHNICAL EXPERTISE**

4 DISTRIBUTION FOCUS



INTRODUCING OUR DISTRIBUTORS **NIXON POWER SERVICES**



Nixon Demonstrates Strong Power Systems Parts Growth

Nixon Power Services is a Kohler Power Systems industrial distributor that has eight locations throughout five states in the U.S. Chris Davis is the vice president of their aftermarket operations, and he and his team have developed a strategy to aggressively grow their parts and service business. Year to date they are nearly 30 percent over prior year in parts sales and that is not just due to luck.

In the past Nixon was successful in their KOHLER® parts sales, but they realized that it was time to get serious and implement a new strategy. Previously, many of their parts purchases were based off experience and tribal knowledge, which worked but was not the key to success. It was too easy for technicians to stop off at the local parts store to pick up what they needed for a service call if they didn't have it on their truck or warehouse shelves.



The new plan that Chris and his team devised focuses on demand planning and having the right people in the right positions, which sets them up for growth and success; tribal knowledge alone wasn't cutting it. The Nixon team spent an abundance of time uploading data into their ERP system so that they could fully utilize the capabilities of it. The data that was uploaded were the spare parts for each generator model and the software can correlate what parts were needed for a particular model's maintenance service. In turn, this information dump allowed them to demand plan at least three months in advance, which leaves them plenty of time to bring in parts before the service date.

Having the right people in the right positions is also crucial for success. They made sure that the individuals managing the inventory were not expected to be technical experts and their primary focus was only inventory management. The technical parts advising was now in the hands of Nixon's customer support advisors. These individuals are at each branch, and their main objective is to be the experts who can answer technical questions from both internal and external inquiries.

These are just a few of the changes that Chris and his team have most recently implemented, and they are currently planning the next steps. Some of their future plans include deeper dives into orders related to emergencies, quoted work, nonquoted work, and life cycle management. The focus in all these categories is to appropriately demand plan and to be prepared. If you have any further questions related to Nixon's best practices, please reach out to Chris Davis at cdavis@nixonpower.com.



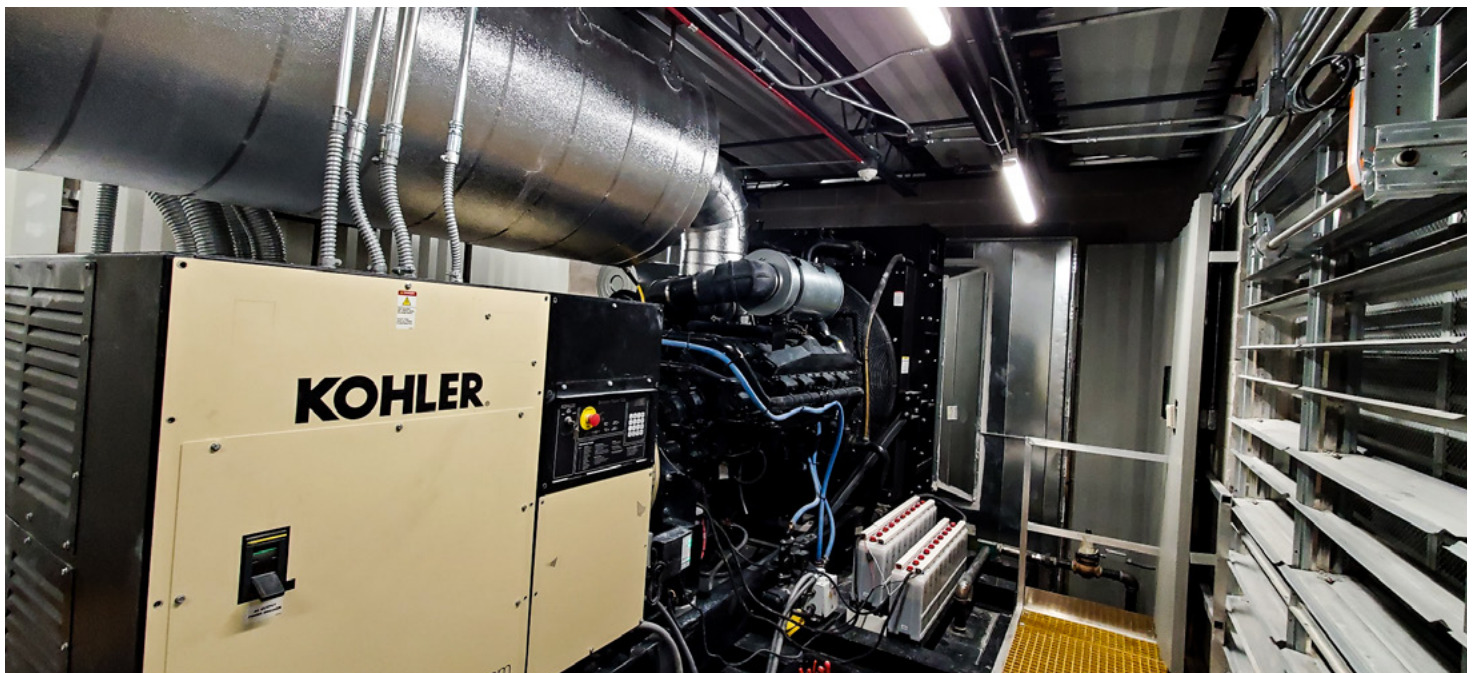
BOLT **WHERE NIXON'S INDUSTRIAL** **SALES PROCESS MEETS** **AFTERMARKET GROWTH**

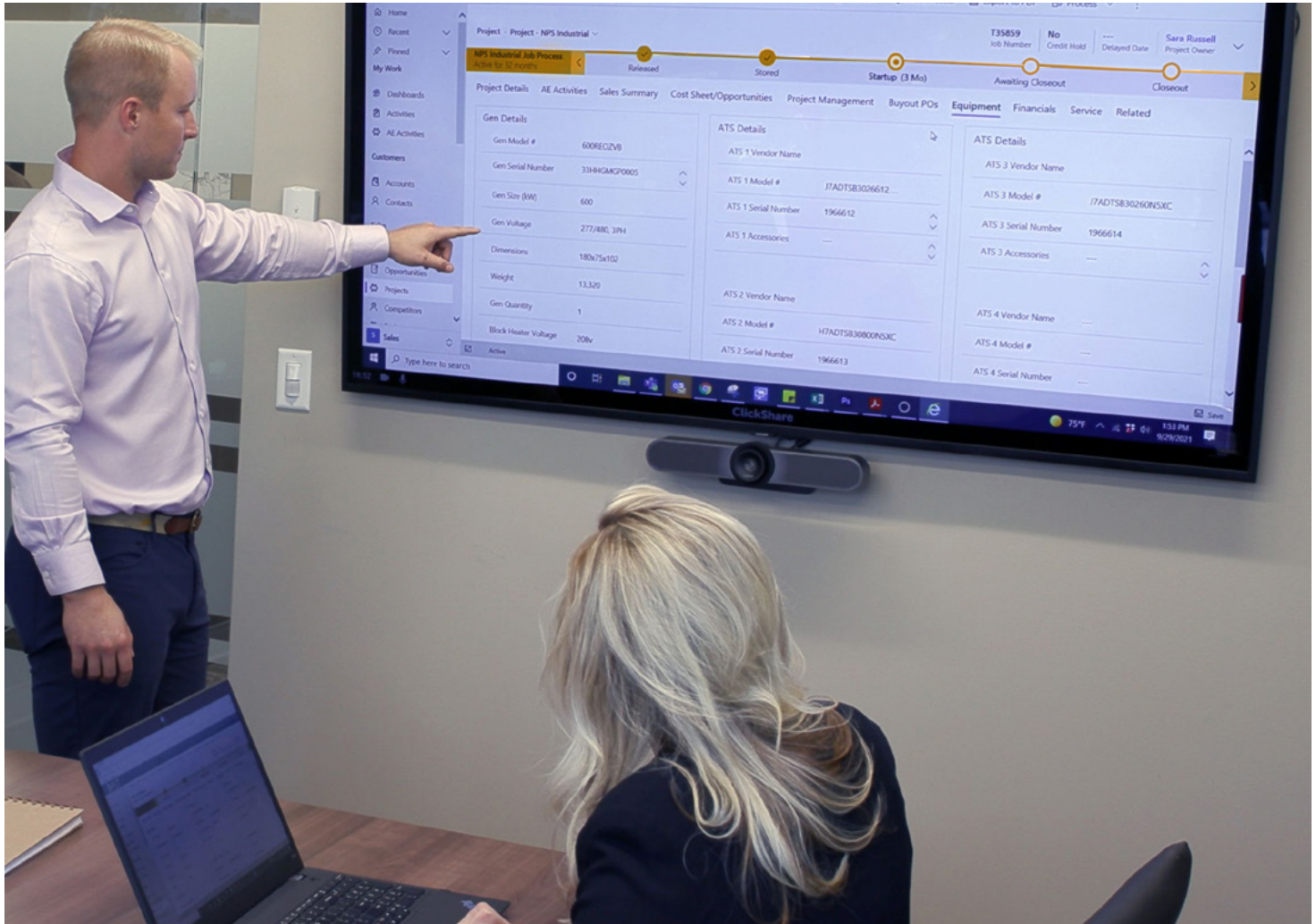


Nixon Power Services, one of the larger North American distributors, has been up to some serious growth — tripling their industrial business in five years. So what's their secret? The answer is BOLT, which stands for Business Operations & Leadership Tool. Nixon has been busy internally developing and utilizing this powerful tool which has transformed how they do business and is even being adapted by other distributors in the KOHLER® network.

It all started about five years ago when Nixon took a close look at their revenue cycle and how inconsistent it was due to the nature of the 18-month-long sales process of selling and starting up an industrial generator. To solve this inconsistency and create more room for growth, they decided to streamline their sales process by segmenting out every step. They placed an expert in each function, such as estimating, quoting, negotiating, and project management, as opposed to one person who manages all phases.

Using Microsoft Dynamics 365 CRM as the platform, Nixon hired developers internally to program BOLT to be a true customer relationship and project management tool – from quoting to execution and all the





stages in between. Because of the proximity these developers had to the business, the result was a highly tailored tool that increased efficiency by automating functions, providing accurate data, and offering proactive customer service. Nixon continues to work on the tool by expanding its offerings beyond just industrial unit sales.

This is where Aftermarket Parts and Service comes in. Nixon became focused on how they could increase their hit rate of preventative maintenance contracts on new KOHLER generators. They found a solution that increased their hit rate from 20% to 60% in only six months. Using BOLT, once a submittal is approved, a sales opportunity is automatically sent to PM Sales while the PM quote is also automatically generated in the background. By proactively providing job and quote information, BOLT created a huge time savings for PM Sales, allowing them to focus their time on finding and contacting the end user to win the contract while reducing the time a competitor has to find that opportunity.

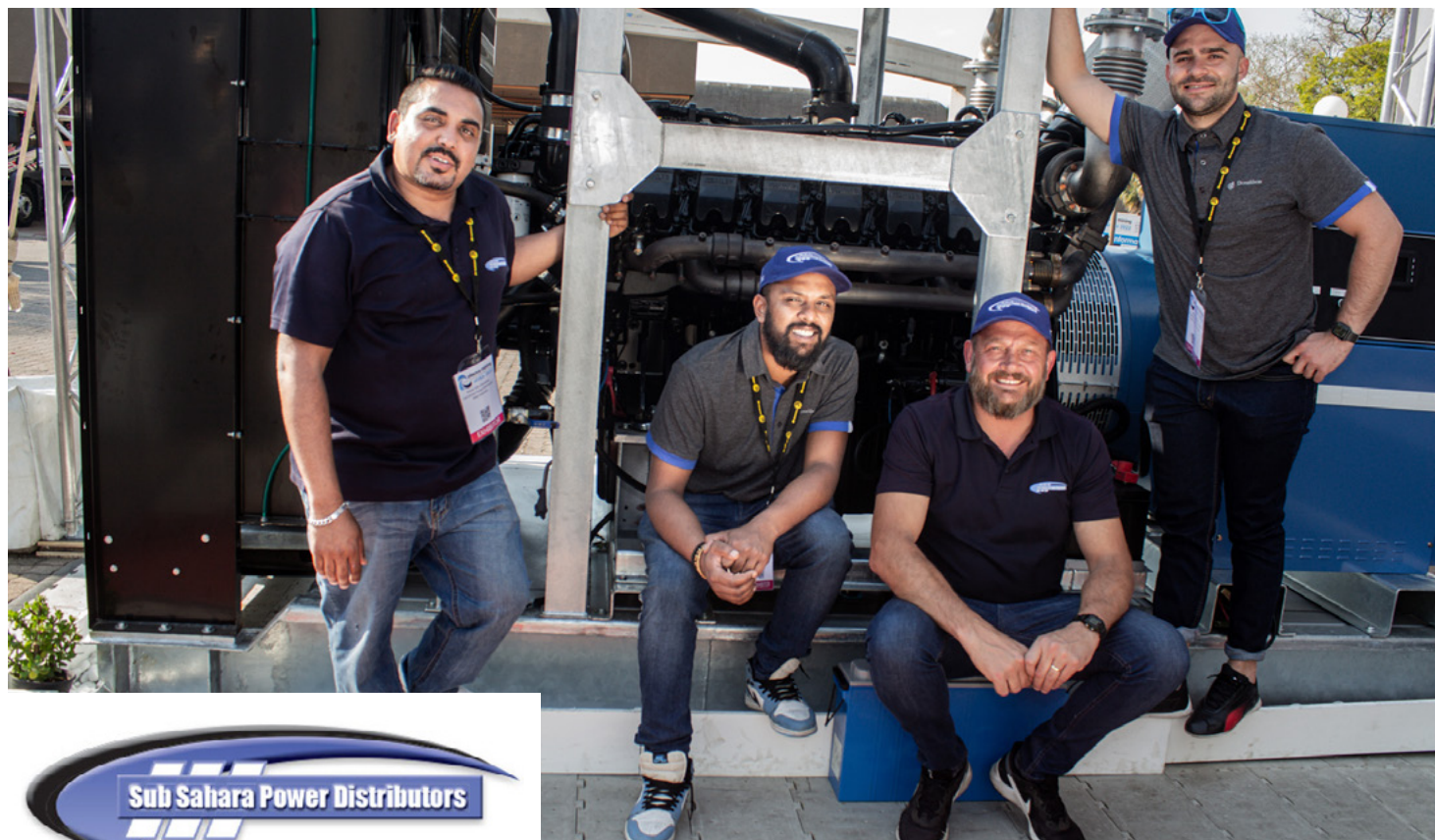
Nixon has been working with three other distributors in the KOHLER network, helping them adapt and utilize BOLT and any of its new developments. This, in turn, has created a larger user group that helps to make it more useful and overall tailored to the specific and unique needs of KOHLER distributor's sales processes. Some of BOLT's other features include industrial revenue forecasting, Kohler monthly order forecasting, inventory management tools and processes, and a rental sales process. Nixon continues to focus on leveraging BOLT for additional growth opportunities by seeking new distributors to share it with and has also begun working on a Salesforce integration in addition to Microsoft Dynamics 365.

Nixon's BOLT is a great example of digging into a problem to create a streamlined solution that saves the company time, creates consistency in messaging/branding, increases customer service, and provides accurate data while driving overall growth.

Contact [Justin](#) or [Natalie](#) at Nixon for more information.

nmlocke@nixonpower.com | jslaughter@nixonpower.com

INTRODUCING SUB-SAHARA POWER DISTRIBUTORS



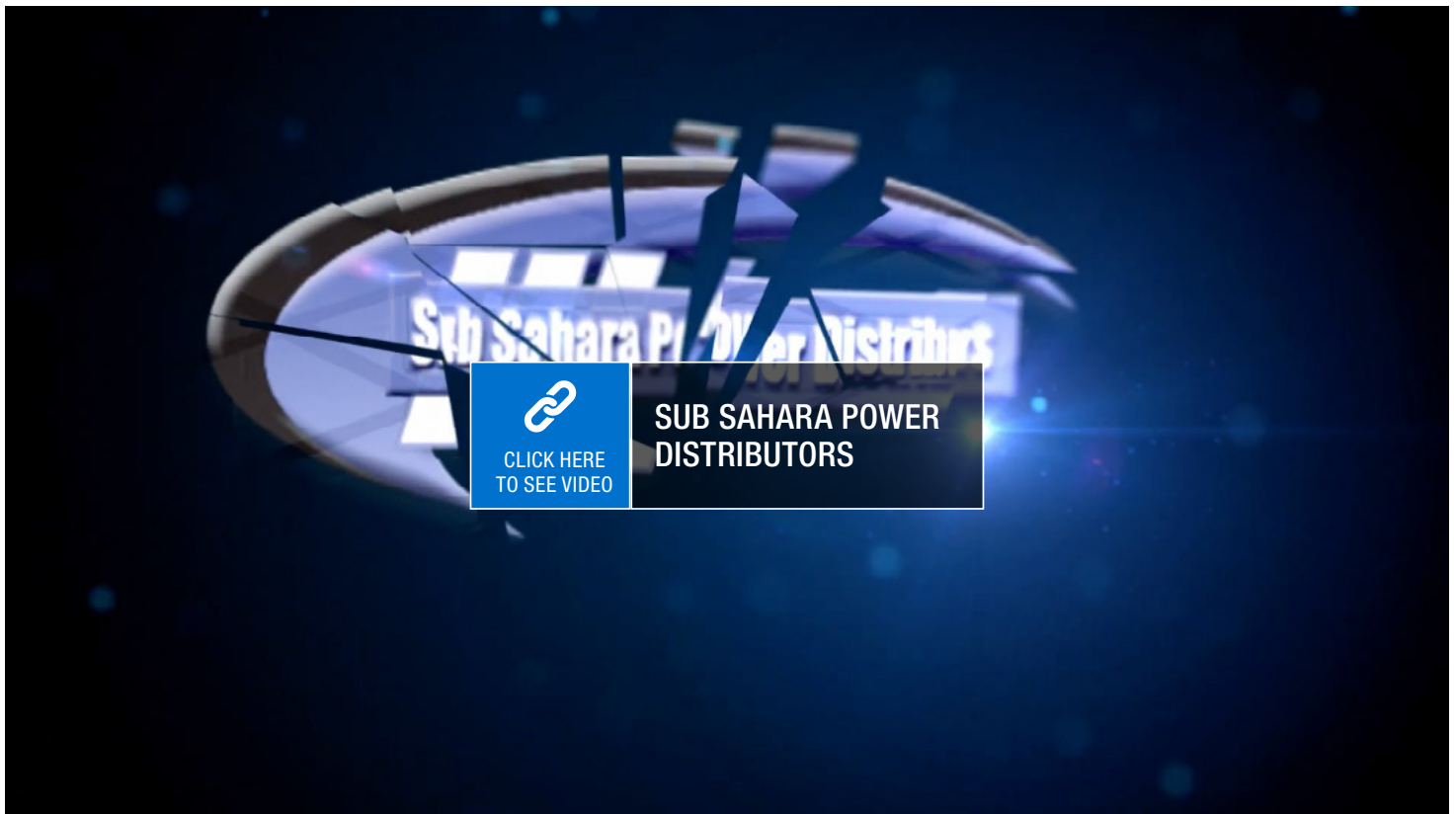
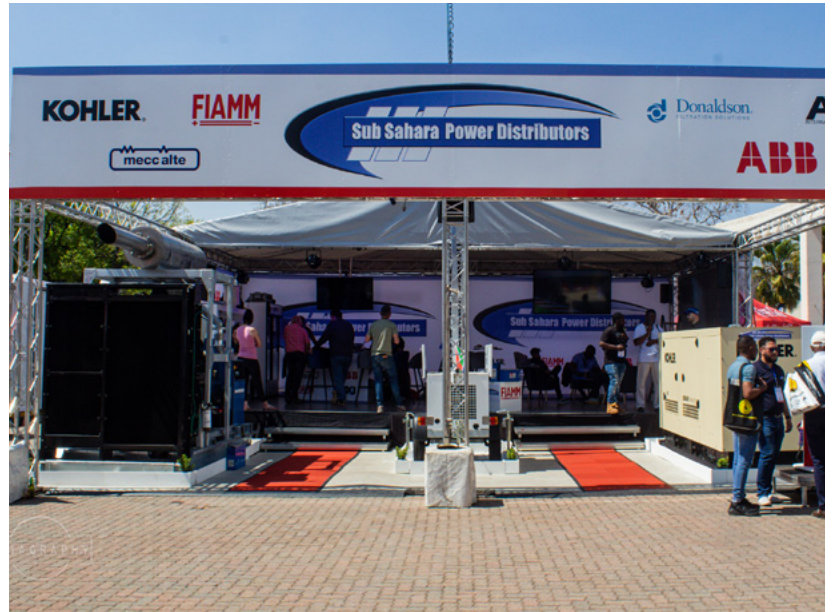
Sub-Sahara Power Distributors is the sole authorized distributor for KOHLER®, Mecc Alte, FIAMM and ABB EV products for Sub Saharan Africa. Sub-Sahara Power Distributors' reputation for quality products, along with excellent service, has further enhanced its market share over recent years.

Sub-Sahara Power Distributors are well represented in the SADC region through a network of distributors. They are committed to supplying their customers with the energy source suitable to the successful completion of each of their projects all over Sub Saharan Africa. The proximity of their distribution network and passion of their customer service policy enables Sub-Sahara Power Distributors to be a powerful force and provides the basis of the company values.

Product support is their main priority. A team of energetic professionals each add their own strength. The Aftermarket team is made up of two divisions, each working together with the main goal of supporting our products in the market. The young team is dynamic and hard working, however their ability to make the most of every opportunity is the differentiator.

On September 5 – 9, Sub-Sahara Power Distributors took part in the Electra Mining trade show in Johannesburg, South Africa. Their large booth showcased a running KD1100 generator and established them as the sole authorized Kohler distributor in their region.

“The trade show was hugely successful and we have now properly introduced Kohler to the mining sector in South Africa,” said Brendon Rangasamy, Parts Manager.



5 CUSTOMER SUCCESS STORIES

SINGAPORE DATA

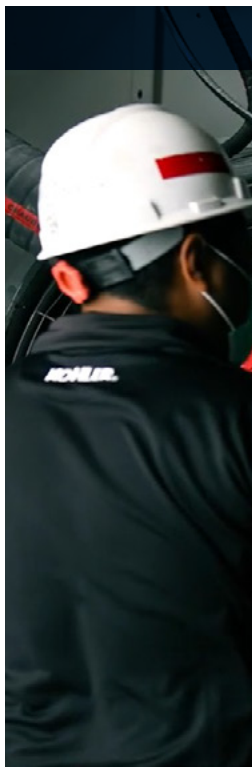
OVERVIEW

The biggest state-owned telecommunication company in Indonesia was looking for a compact and green solution to provide backup power for the mission-critical hyperscale data center.



CHALLENGE

Limitation in the space at site meant that they need a compact product. On top of it, there is also an issue on the handling of generators at the site due to constraints in the building design. To align with the green solution, the product must also comply with the emission requirements.

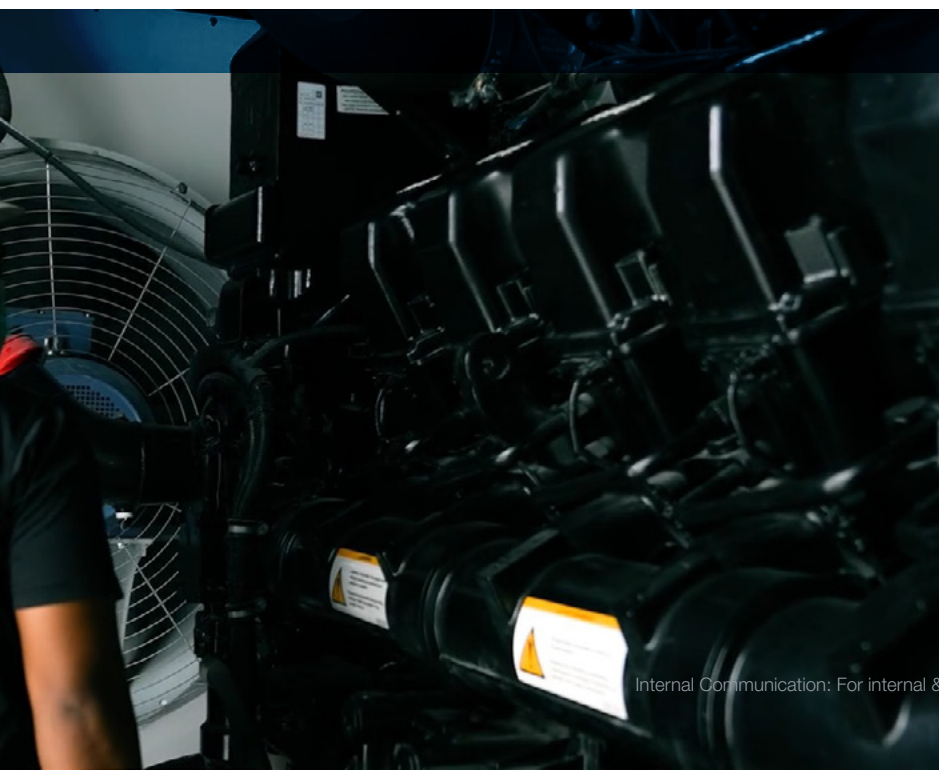


CENTER



SOLUTION

The compact KD2800-E provided the solution to satisfy the customer. It is an emission-optimized KOHLER® generator that was able to fit to the space provided. The on-site local partner provided their field expertise and solution on generator hoisting/handling and knock-down enclosure.



RESULT

The project was completed successfully due to the strong collaboration between the Kohler Singapore team and the local partners to overcome all the challenges and meet the customer requirement:

- Compact dimension
- Emission compliance to EPA Tier-2
- Noise level below 80 db at 100% load measured at 1 meter



CROZET MISSION



OVERVIEW

The Crozet Islands are a sub-Antarctic group of small islands in the southern Indian Ocean. The military and scientific base on the Crozet islands is equipped with three 220K Kohler generators, which have been in service since 2007.

Although the Kerguelen Islands are part of the French Territories, they are a long way from the Kohler factory in Brest. Known as “one of the most isolated places on Earth,” the islands are uninhabited by people, except for 50-100 soldiers, scientists, engineers and researchers.

The old KERYS controllers on the Kohler generators needed to be replaced, and it was decided to upgrade them with AMP802 controllers. All details, parameters, spares parts were carefully studied, with the help of Kohler Soreel.

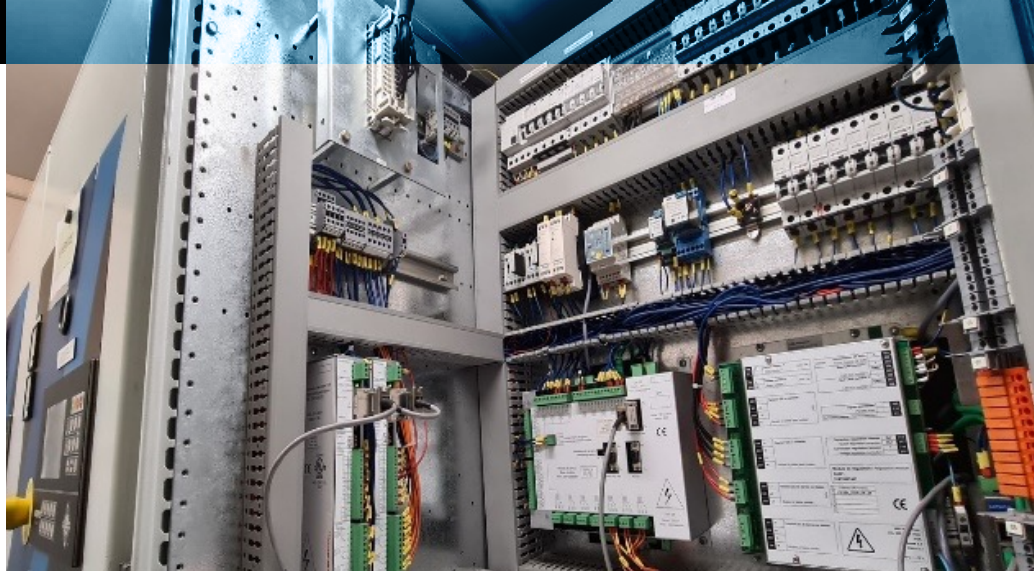
CHALLENGE

There are no airports on the islands, so all travel to and from the outside world is conducted by ship. The only way to travel to Crozet is to board the Marion Dufresne boat. It supplies all the TAAF islands in a 23-day rotation two or three times a year. The window on Crozet Island was therefore only 4 days.



SOLUTION

Replacement of the 4 base modules, 3 regulations, cabinet modification to install the new HMI, wiring modifications were performed in the time slot, with always one genset remaining available.



RESULT

The project was completed successfully and all installations were completed in the short timeframe.



WHY ARE GENUINE PARTS BEST FOR GENERATOR PERFORMANCE?



Anne FEUDNER
Sr. Product Manager -
Aftermarket Parts

GENERATOR RELIABILITY TESTING IS THE LINK

Kohler uses reliability testing to validate a generator's expected performance. Before a generator is developed, Kohler's reliability engineers are analyzing past failures and warranty claims for similar products, and analyzing feedback from field service, customers, and production. They are looking for product quality improvement opportunities for the new product.

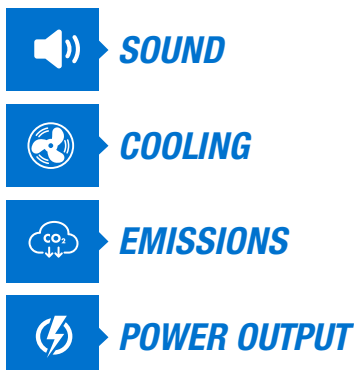
With the analysis, a review of the development scope, and product performance expectations they develop a test plan. The generator testing may be done in conjunction with engine testing and cover multiple units. The tests can include several thousand hours with up to three times the stress and strain on the unit in comparison to the typical expected applications. Performance issues and wear metal tests in the oil, are addressed with corrective actions including, as required, selecting different parts.

Why is this important to aftermarket parts and service? When you use Kohler genuine parts, you are using the same parts tested during development and selected for final production.

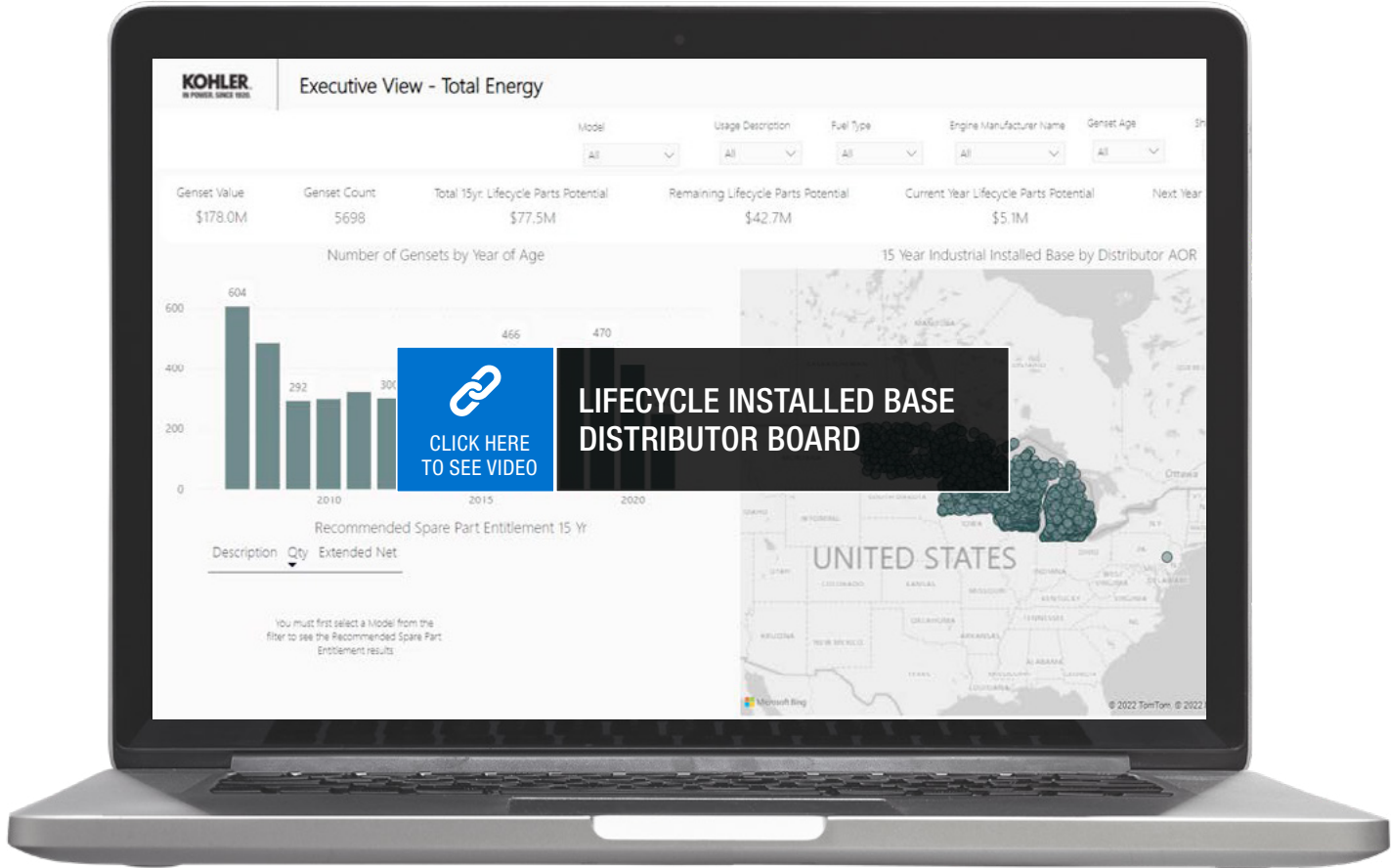
1. The parts specified won't impact the performance criteria outlined in the product specification such as sound performance, cooling performance, emissions, and power output.
2. The consumables meet their life expectancy and performance, and frequent test results are within expected product parameters.

When sourcing parts, remember Kohler Genuine Parts have gone through reliability testing and validation for generator set applications.

KOHLER GENUINE PARTS MEET YOUR CUSTOMERS' PERFORMANCE EXPECTATIONS FOR:



INSTALLED BASE MAP APPLICATION



Opportunity: AMPS North American team reached out to Kohler Information Technology Data and Analytics (DnA) team to develop the ability to understand parts entitlement based on genset install base.

The Lifecycle dashboard formulates business opportunities of parts sales by distributor area of responsibility to calculate the 15 year lifecycle of current warranty install base and future growth of genset service parts.

Solution: DnA team collaborated with AMPS NA in developing a proof of concept of gathering data across many software platforms to create a dashboard mapping where each genset is installed, the age of the unit, which parts are needed by year for the models past and future years.

- Genset visibility
- Re-discovering lost generators
- Service contract potential
- Capturing additional service/maintenance contracts on the lost generators (ones that fell off the distributors visibility radar)
- Parts potential
- Recognizing the parts potential JUST for maintenance if all the contracts were obtained and accepted by the customers

Launch: 70+ Distributors and their team members attended the demonstration on June 29, 2022.

7 TRAINING INFORMATION

INTRODUCING THE TRAINING TEAM



THE KOHLER POWER SYSTEMS SERVICE TRAINING DEPARTMENT HAS BEEN WORKING HARD WITH INSTRUCTOR-LED TRAINING THE LAST FEW MONTHS. FROM APRIL TO JUNE, THEY HELD 15 IN-PERSON CLASSES WITH A TOTAL OF 133 TECHNICIANS WHO COMPLETED THE FOLLOWING CLASSES THROUGH THE KOHLER TRAINING CENTER: INDUSTRIAL GENERATORS AND CONTROLS, INDUSTRIAL ATS, COMMUNICATIONS, ADVANCED CONTROLS, KDI, K135, AND K175. IN ADDITION, 12 TECHNICIANS COMPLETED AND PASSED THE INDUSTRIAL POWER SYSTEMS LEVEL II ASSESSMENT CERTIFICATION TESTING ON GENERATORS AND ATS IN JUNE.



Russ WARNOCK
Manager of the North America
Service Training group

What is your role in Kohler?

Manager of the North America Service Training group

Where are you located?

Mosel, Wisconsin

When did you join the company?

1995

For which territories and markets are you responsible?

North America

What do you love about your job?

Interacting with the distributor technicians that come for training. It is very rewarding seeing the students learn new information about our Kohler product and how it will apply to them in the field to make them a better technician.

How do we win in the minds of our customers, beating out our competitors?

Our training department has over 100 years of Kohler experience. Our background in different service departments and vast Kohler Power Systems product knowledge elevates the level of training that we deliver. Our on-line course curriculum, classroom training, and first-class hands-on lab experience is aimed at guiding distributor technicians through three different service levels with a vast array of training classes.

What else would you like to share about yourself?

I have been to 49 states and 7 different countries. I have my Bachelor of Science in Management with Concentration Industrial Management and am a proud member of the American Legion serving alongside my father.



What is your role in Kohler?

Lead Training Specialist

Where are you located?

Mosel, Wisconsin

When did you join the company?

1992

For which territories and markets are you responsible?

North America – Industrial, Marine

What do you love about your job?

I enjoy the interaction with our customers.

How do we win in the minds of our customers, beating out our competitors?

By providing excellent customer service.

What else would you like to share about yourself?

I've never owned a new car.



What is your role in Kohler?

I am a technical trainer and I train dealers in the different levels of maintenance on all engines sold by Kohler.

Where are you located?

I work in Brest, France in the Finistère department.

When did you join the company?

I started at Kohler in June 2022.

For which territories and markets are you responsible?

I currently do training in France, but will do more internationally in the future.

What do you love about your job?

I like to pass on my knowledge to others, and I also enjoy meeting people from different backgrounds.

How do we win in the minds of our customers, beating out our competitors?

I think that we can win over our customers by offering more training, support, and care during courses. For example, these are the little extras that can make the big difference.

What else would you like to share about yourself?

It is a new challenge at 51 years old to start training in English. I haven't spoken English for years and having to use it in technical terms can be challenging. But I'm up for the challenge.

Q3 TRAINING UPDATE

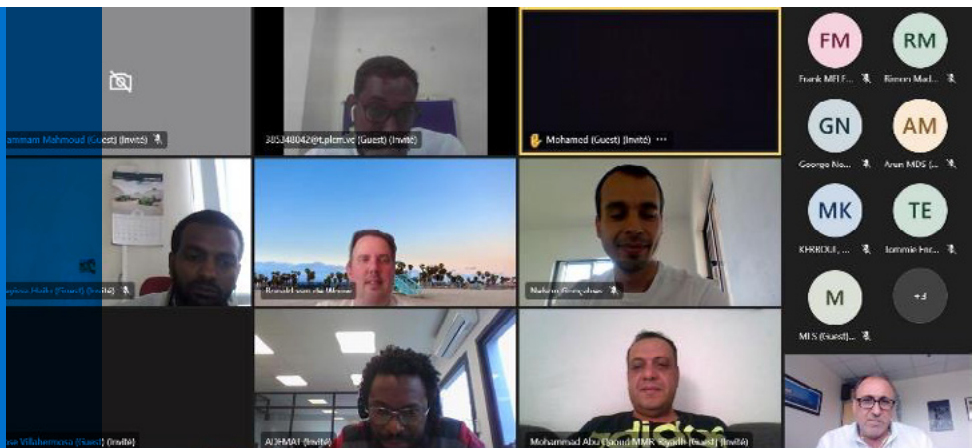
Hands-on Training on Large BADOUIN



Hands-on Training on APM802 Controller - July 2022



Virtual Service WEBINAR (Fifth Edition) - July 2022



OCTOBER-DECEMBER '22 POWER SYSTEMS SERVICE TRAINING SCHEDULE

Date	Training Modules Designation	Language	Training Location	Instructor	Duration	Certification (Test>80%)	Cost (Per Person)		Status
OCTOBER									
10/3 to 10/7	ILT-FRA APM403 (Ref ME20)	French	Brest (FRA) In-person	RB (+MC)	4 days	Technician	1.200,00 €	NA	Open
10/6	VT- FRA-K175 - Circuits et fondamentaux - SL1	French	Virtual Remote (Microsoft Teams)	DA	3 hours	All profiles	120,00 €	NA	Open
10/4 to 10/7	KDI/FOCS Engines	English	Mosel (USA) In-person	NA Team	3.5 days	Technician	NA	\$1.050,00	Open
10/3 to 10/7	ILT-FRA K135 SL1/SL2 (Ref MM15-FRA)	French	Brest (FRA) In-person	DA	4 days	Technician	1.200,00 €	NA	Open
10/7 to 10/10	ILT - APM 802 (REF ME-11)	French	Brest (FRA) In-person	RB	4 days	Technician	1.200,00 €	NA	Open
10/10 to 10/11	Industrial Generator & Controls Technician Assessment	English	Mosel (USA) In-person	NA Team	2 days	Technician	NA	\$400,00	Open
10/12 to 10/13	Industrial ATS Technician Assessment	English	Mosel (USA) In-person	NA Team	2 days	Technician	NA	\$400,00	Open
10/10 to 10/14	ILT - K 175 FR Kohler service + Distributeurs Francophones	French	Brest (FRA) In-person	MC	4 days	Technician	1.200,00 €	NA	Open
10/11	NEW WEBINAR -ENG-Warranty , Reporting Procedures and Training (Fifth Session)	English	Virtual Remote (Microsoft Teams)	XP	2 hours	All profiles	0,00 €	NA	Open
10/12	VT-ENG-APM802 Architecture and basics (Part1)	English	Virtual Remote (Microsoft Teams)	XP	3 hours	Technician	120,00 €	NA	Open
10/13	VT-ENG-APM802 PC Softwares and Firmwares (part 2)	English	Virtual Remote (Microsoft Teams)	XP	3 hours	Technician	120,00 €	NA	Open
10/17 to 10/21	Industrial Generator & Controls Concepts	English	Mosel (USA) In-person	NA Team	4.5 days	Technician	NA	\$900,00	Open
10/17 to 10/21	K135 Diesel Engines and Diagnostics	English	Mosel (USA) In-person	NA Team	4.5 days	Technician	NA	\$1.350,00	Open
10/24 to 10/27	K175 Diesel Engines	English	Mosel (USA) In-person	NA Team	3.5 days	Technician	NA	\$800,00	Open
10/24 to 10/28	Industrial ATS Concepts	English	Mosel (USA) In-person	NA Team	4.5 days	Technician	NA	\$900,00	Open
NOVEMBER									
11/2	VT- VODIA Diag. Prerequisites and Basics	English	Virtual Remote (Microsoft Teams)	XP	3 hours	Technician	120,00 €	NA	Open
10/31 to 11/03	KDI/FOCS Engines	English	Mosel (USA) In-person	NA Team	3.5 hours	Technician	NA	\$1.050,00	Open
11/7 to 11/11	Industrial Generator & Controls Concepts	English	Mosel (USA) In-person	NA Team	4.5 days	Technician	NA	\$900,00	Open
11/7 to 11/11	K135 Diesel Engines and Diagnostics	English	Mosel (USA) In-person	NA Team	4.5 days	Technician	NA	\$1.350,00	Open
11/14 to 11/18	Industrial ATS Concepts	English	Mosel (USA) In-person	NA Team	4.5 days	Technician	NA	\$900,00	Open
11/14 to 11/18	ILT-ENG APM802 hands-on (Ref ME11)	English	Brest (FRA or ENG) In-person	MC+RB	4 days	Technician	1.200,00 €	NA	Open
11/15 to 11/17	NEW ILT-ESP- Large MITSU S12R/S16R hands-on (Ref MM18-ESP)	Spanish	Brest (ESP) In-person	Kohler Latam	4 days	Technician	1.200,00 €	NA	Open
11/21 au 11/25	ILT - 403 ENG Kohler service	English	Lomé (TOGO)	RB	4 days	Technician	1100€	NA	Open
11/21 to 11/24	NEW ILT-ENG- K175 SL2/SL3 hands-on (Ref MM18-ENG)	English	Brest (ENG) In-person	JT + DA	4 days	Technician	1.200,00 €	NA	Open
11/28 to 12/2	NEW ILT -Large MITSUBISHI S12R/S16R hands-on (Ref MM20-ENG)	English	Brest (ENG) In-person	JT + DA	4 days	Technician	1.200,00 €	NA	Open
11/28 to 12/2	ILT - 403 ENG Kohler service	French	Lomé (TOGO)	RB	4 days	Technician	1100€	\$ 166.00	Open
DECEMBER									
12/5 to 12/9	NEW ILT-ENG Large Baudouin 12M26/M33Hands-on (Ref MM19-ENG)	English	Brest (ENG) In-person	JT + DA	4 days	Technician	1.200,00 €	NA	Open
12/5 to 12/6	Industrial Generator & Controls Technician Assessment	English	Mosel (USA) In-person	NA Team	2 days	Technician	NA	\$400,00	Open
12/7 to 12/8	Industrial ATS Technician Assessment	English	Mosel (USA) In-person	NA Team	2 days	Technician	NA	\$400,00	Open
12/6 to 12/9	KDI/FOCS Engines	English	Mosel (USA) In-person	NA Team	3.5 days	Technician	NA	\$1.050,00	Open
12/12 to 12/15	Marine Product Line Certification	English	Mosel (USA) In-person	NA Team	4 days	Technician	NA	\$1.250,00	Open
12/12 to 12/16	NEW ILT-ENG- K135 SL2/SL3 hands-on (Ref MM17-ENG)	English	Brest (ENG) In-person	JT + DA	4 days	Technician	1.200,00 €	NA	Open
12/19 to 12/22	NEW ILT-ENG- K175 SL2 hands-on (Ref MM17-ENG)	English	Brest (ENG) In-person	JT + DA	4 days	Technician	1.200,00 €	NA	Open
1/23 to 1/27	ILT - APM 403	English	Brest (ENG) In-person	MC	4 days	Technician	1.200,00 €	NA	Open
1/30 to 2/3	ILT - APM 802 (REF ME-11)	English	Brest (ENG) In-person	MC	4 days	Technician	1.200,00 €	NA	Open



**FOR ONLINE REGISTRATION,
PLEASE FILL OUT THE FORM
THROUGH THE LINK OR QR CODE**



CONTACT US:

APM user kits, Diagnostic Tools and Tools KITS purchase: benedicte.england@kohler.com

Registration or more information (EMEA): tiffany.raoul@kohler.com

Registration or more information (SEA): alvin.lin@kohler.com

Registration or more information (PACIFIC): ty.martin@clarke-energy.com

Licences renewals (controllers): maryse.lesven@kohler.com

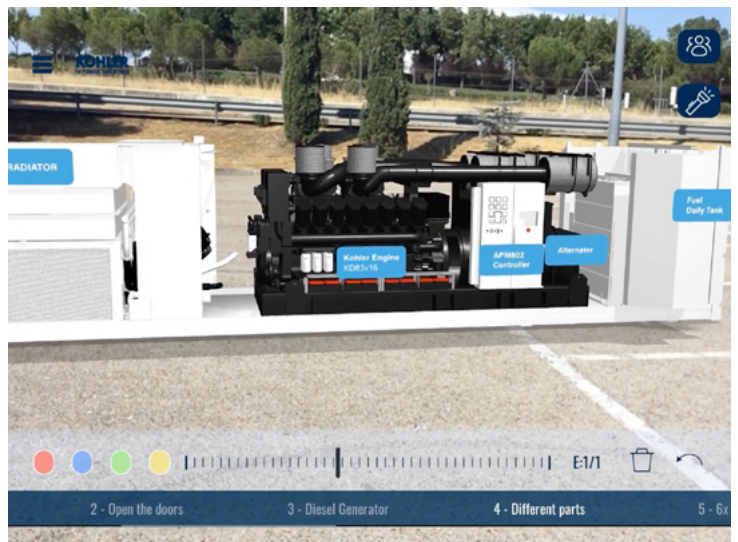
Director-Service Training: xavier.perseq@kohler.com

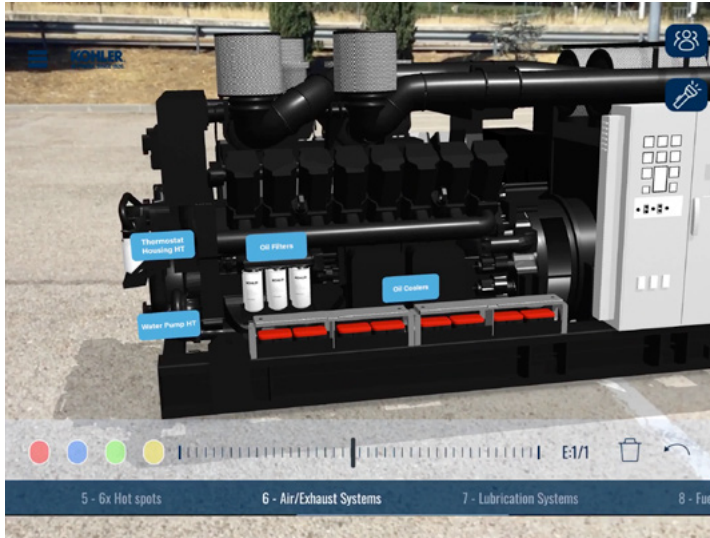
8

DIGITAL EXPERIENCE

AUGMENTED REALITY NEW DIGITAL TRAINING EXPERIENCE COMING SOON

AUGMENTED REALITY IN THE TRAINING SECTOR IS REVEALING A NEW WAY OF LEARNING. SINCE THE COVID PANDEMIC, WE HAVE HAD TO REINVENT OURSELVES SO AS NOT TO LOSE THE GOOD PRACTICES OF CONTINUOUS LEARNING BY NOT HAVING THE POSSIBILITY OF DOING IT IN PERSON, OPENING UP NEW ADDITIONAL METHODS TO TRAINING. AUGMENTED REALITY IS ONE OF THE INNOVATIONS THAT HAS HELPED MAKE LEARNING MORE ATTRACTIVE, CREATIVE, AND INTERACTIVE.





The potential of augmented reality for training is immense, since it is capable of:

- Viewing full-size models in full detail that we otherwise would not be able to have in a training center.
- Overlaying additional information on any topic and making complex information easier to understand.
- Conducting joint trainings in different parts of the world with the same visualization and experience

But an image is worth more than a thousand words: Please take a look at the this demo we made for our imminent launch of the app for AR training.

A promotional banner for Kohler's AR training app. At the top center is the Kohler logo with the tagline 'IN POWER. SINCE 1920.'. Below the logo, the text 'INDUSTRIAL SERIES KD83V16' is displayed in large white letters. To the right of the text is a circular arrow icon. In the center, there is a blue button with a white link icon and the text 'CLICK HERE TO SEE VIDEO'. To the right of the button is a black box with white text that reads 'KOHLER GENERATORS AUGMENTED REALITY'. The background of the banner features a semi-transparent 3D model of the engine and a blurred image of a person working on a machine.

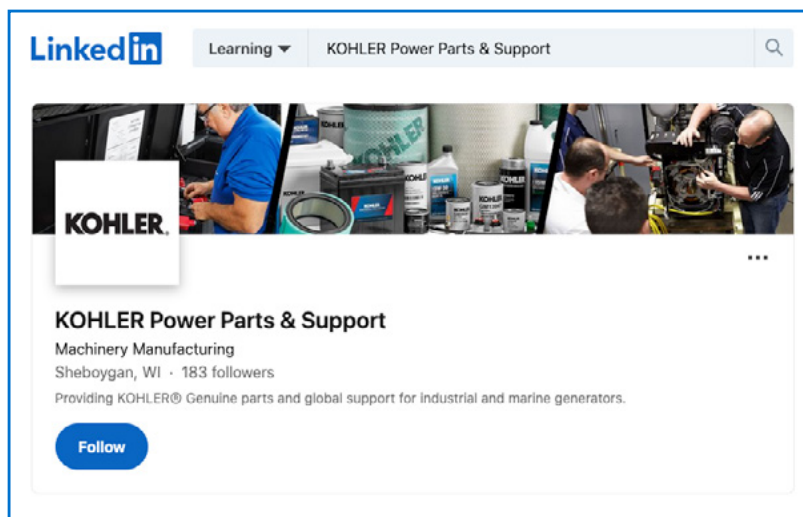
KOHLER POWER PARTS & SUPPORT LAUNCH NEW SOCIAL MEDIA CHANNELS

We are excited to announce the launch of our Kohler Power Parts & Support social media channels. These channels will allow us to connect with our followers and provide updates on all things related to Kohler Power Parts & Support.

 **LinkedIn:** [linkedin.com/showcase/kohler-power-parts-support/](https://www.linkedin.com/showcase/kohler-power-parts-support/) **CLICK HERE TO FOLLOW US**

 **Twitter:** twitter.com/KohlerPowerPS **CLICK HERE TO FOLLOW US**

We hope you will follow us on our channels and share any posts that are of interest. We look forward to hearing your insights and suggestions as we work toward building a strong community together.



Our channels offer updates on anything and everything Kohler Power Parts & Support. Each week, we'll feature product announcements, customer success stories, distributor spotlights, Kohler employee Q&As and more. Above all, our goal with these channels is to educate current and potential customers and distributor partners on the benefits of choosing Kohler genuine parts and understand the services and trainings available.

We hope you will follow us on our channels and share any posts that are of interest. We look forward to hearing your insights and suggestions as we work toward building a strong community together.

9 / MARKETING UPDATES



NEW SPANISH BROCHURES AVAILABLE FOR KOHLER GENUINE OIL, COOLANT, AND BATTERIES

Kohler is excited to present a new set of translated brochures for consumable products to all our Spanish-speaking distributors located in Latin America and Europe. With this new content in hand, we are moving forward to deliver our genuine products to more countries in each region, and we are looking forward to increasing sales of KOHLER genuine oil, coolant, and batteries.

The new digital material is already available. It will be sent directly to our distributors and will also be available to download on the KPR tool. Consumables are a big part of our distributors' business, and we want to make sure we continue to be competitive and our customers receive quality KOHLER products in every part of the world.



TO DOWNLOAD PDF VERSIONS OF THESE TRANSLATED BROCHURES OR TO ORDER HARD COPIES, PLEASE CONTACT SAMUEL GARCIA AT SAMUEL.GARCIA@KOHLER.COM



10 / OUR CONTEST

POWER PUZZLER - Q3



Jenni Erickson
Confidential Assistant

TOUGH ENOUGH?

Q1 submissions shaped up to show our generator sets can withstand the test of time. It is inevitable. Over time all things put to work will undergo wear and tear, but we've provided our customers with quality parts and service that support the longevity of their units.

KOHLER® generators, each built with a commercial-grade engine, have demonstrated the ability to undertake demanding workloads year after year. What we haven't been able to accomplish is avoiding those wrong-place-at-the-wrong-time scenarios that, from time to time, shake us all. Instead we've raised the bar by building solid, custom-designed, corrosion-resistant enclosures; robust foundational, skid and fuel tank designs; high-ambient cooling systems; as well as steadfast transfer switches and substantial grounding systems that tough out the most unpredictable of calamities.

JUST HOW TOUGH ARE WE TALKING?



**PARTICIPATE AND
SEND YOUR STORY**
BEFORE DECEMBER 5TH



YOU CAN WIN \$1,500

HERE'S YOUR CHALLENGE

WHAT IS THE WORST DAMAGE YOU'VE SEEN A UNIT SUSTAIN YET STILL DELIVER POWER?

SEND IN YOUR ANSWER FOR AN OPPORTUNITY TO WIN \$1,500 OF KOHLER PROMOTIONAL MATERIALS FOR YOUR OFFICE OR TEAM. THE PROMOTIONAL ORDER NEEDS TO BE PLACED BY DECEMBER 30TH, 2022 AND MUST INCLUDE SHIPPING, TAXES AND DUTIES. CHECK OUT SOME OF AVAILABLE ITEMS [HERE](#)

WE WANT TO KNOW ABOUT THE UNIT THAT YOU JUST COULDN'T BELIEVE WAS STILL CAPABLE, THE ONE THAT WAS BURIED, THE ONE THAT WAS NEGLECTED, THE ONE THAT WAS MANGLED. INCLUDE A BACKSTORY OF THE SCENARIO, PICTURES, SERIAL NUMBERS, DATE, APPLICATION USED, OR ANY INFORMATION THAT VALIDATES THE STORY. SEND THOSE STORIES TO INA.FITZGERALD@KOHLER.COM

WINNERS WILL BE ANNOUNCED IN THE NEXT ISSUE OF THE MAGAZINE.



KOHLER®

